

IN THE CLAIMS:

Cancel all the claims in the case, namely claims 1 through 18 and substitute the following new claims 19 through 41 therefor:

1 At 19. A statistical analysis system for use with a
2 communication facility including remote terminal apparatus for
3 individual callers, wherein said remote terminal apparatus may
4 comprise a conventional telephone instrument including voice
5 communication means and digital input means in the form of
6 an array of alphabetic numeric buttons for providing
7 identification and statistical data, said control system
8 comprising:

9 interface means coupled to said communication
10 facility to interface said terminal apparatus for voice and
11 digital communication and including means to provide signal
12 values from signals representative of data developed by said
13 terminal apparatus;

14 voice generator means coupled through said interface
15 means for actuating said terminal apparatus as to provide vocal
16 operating instructions to an individual caller;

17 record means connected to said interface means
18 for initiating a file and storing identification data and
19 statistical digital data for specific callers including data
20 developed by said terminal apparatus; and

21 analysis means connected to said record means for
22 processing said statistical data from a plurality of callers in
23 combination to isolate a select subset of said callers by
24 interrelated processing. A

1 A 20. A statistical analysis system according to
2 claim 19 further including means coupled to said interface
3 means and said record means for assigning individual
4 designations to callers and storing said designations in said
5 record means. A

1 B 21. A statistical analysis system according to
2 claim 20 further including means coupled to said voice
3 generator means for communicating designations to said
4 callers. A

1 B 22. A statistical analysis system according to
2 claim 20 wherein said means for assigning designations includes
3 means for receiving a caller's telephone number as
4 identification data. A

1 B 23. A statistical analysis system according to
2 claim 20 wherein said means for assigning designations to
3 callers includes means for encrypting at least part of said
4 data to provide encoded data. A

1 4424. A system according to claim 20 wherein said
2 means for assigning designations includes means for generating
3 an identification number comprising two distinct data elements
4 for individual callers.

1 4425. A system according to claim 20 further
2 including means for confirming a designation from said record
3 means by voice and digital communication with a caller.

1 4426. A system according to claim 19 wherein said
2 record means further includes means to create sequence data
3 representative of the time sequence of a call with reference to
4 each of said callers.

1 4427. A system according to claim 19 wherein said
2 interface means includes test means for qualifying callers
3 preliminary to storing certain information in said record
4 means.

1 4428. A system according to claim 27 wherein said
2 test means includes a consumable key means to check off callers
3 for limited use of said system.

1 4429. A system according to claim 27 wherein said
2 test means includes a consumable key means to check off callers
3 for a one-time use of said system.

1 b730. A system according to claim 25 wherein said
2 test means includes a control system for scoring calls of
3 individuals with reference to time whereby to limit use of said
4 system by specific individuals during specific intervals of
5 time. ✓

1 b731. A system according to claim 19 wherein said
2 record means selectively records a billing identification
3 number for a caller. ✓

1 b732. A method according to claim 19 wherein said
2 analysis means includes means to receive external data and
3 means for processing said external data in relation to said
4 statistical data. ✓

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1 b733. A system according to claim 19 wherein said
2 analysis means includes comparison means to determine said
3 select subset. ✓

1 b734. A system according to claim 19 wherein said
2 system includes a manual central terminal and said interface
3 means includes abort means for coupling a remote terminal
4 apparatus to said central terminal. ✓

1 b735. A statistical analysis system for use with a
2 communication facility including remote terminal apparatus for

3 individual callers, wherein said remote terminal apparatus may
4 comprise a conventional telephone instrument including voice
5 communication means, and digital input means in the form of an
6 array of alphabetic numeric buttons for providing identifi-
7 cation and statistical data, said control system comprising:

8 interface means coupled to said communication
9 facility to interface said terminal apparatus for voice and
10 digital communication and including means to provide signal
11 values from data developed by said terminal apparatus said
12 interface means further including a consumable key test means
13 to qualify callers with respect to limited use;
14 voice generator means coupled through said interface
15 means for actuating said terminal apparatus as to provide vocal
16 operating instructions to an individual caller; and
17 means connected to said interface means for
18 processing said statistical data as to isolate a subset of said
19 individual callers.

1 4-36. A statistical analysis system for use with
2 a communication facility including terminal apparatus for
3 individual callers, wherein said terminal apparatus may
4 comprise a conventional telephone instrument including voice
5 communication means and digital input means in the form of
6 an array of alphabetic numeric buttons for providing
7 identification and statistical data, said control system
8 comprising:

can be anywhere

9 — interface means coupled to said communication
10 facility to interface said terminal apparatus for voice and
11 digital communication and including means to provide signals
12 representative of identification and statistical data developed
13 by said terminal apparatus;

14 voice generator means coupled through said interface
15 means for actuating said terminal apparatus as to provide vocal
16 operating instructions to an individual caller;

17 record means connected to said interface means for
18 initiating a file and storing data relating to specific of said
19 callers;

20 means coupled to said interface means and said record
21 means for assigning individual designations to callers and
22 storing said designations in said record means, said
23 designations including representations indicative of the
24 calling order sequence of said individual callers; and

25 means connected to said record means for processing
26 statistical data as to identify a subset of said individual
27 callers. #4

1 #37. A statistical analysis system for use with a
2 communication facility including terminal apparatus for
3 individual callers, wherein said terminal apparatus may
4 comprise a conventional telephone instrument including voice
5 communication means, and digital input means in the form

6 of an array of alphabetic | numeric buttons for providing
7 identification and statistical data, said control system
8 comprising:

9 interface means coupled to said communication
10 facility to interface said terminal apparatus for voice and
11 digital communication and including means to provide signals
12 representative of identification and statistical data developed
13 by said terminal apparatus;

14 voice generator means coupled through said interface
15 means for actuating said terminal apparatus as to provide vocal
16 operating instructions to an individual caller; and

17 manual terminal means for use by a person to
18 communicate directly with at least one of said individual
19 callers, said manual terminal means being coupled to said
20 interface means and responsive to predetermined conditions to
21 couple said manual terminal means to a caller terminal. -

1 A/1
2 38. A system according to claim 37 further
3 including means connected to said interface means for
4 processing said statistical data as to isolate a subset of said
5 individual callers and thereby actuate said manual terminal
means. A/2

1 A/39. A statistical analysis system for use with a
2 communication facility including terminal apparatus for
3 individual callers, wherein said terminal apparatus may

4 comprise a conventional telephone instrument including voice
5 communication means, and digital input means in the form of an
6 array of alphabetic numeric buttons for providing identifi-
7 cation and statistical data, said control system comprising:

8 interface means coupled to said communication
9 facility to interface said terminal apparatus for voice and
10 digital communication and including means to provide signals
11 representative of identification and statistical data developed
12 by said terminal apparatus;

13 voice generator means coupled through said interface
14 means for actuating said terminal apparatus as to provide vocal
15 operating instructions to an individual caller;

16 record means connected to said interface means for
17 initiating a file and storing identification data and
18 statistical data for specific callers including data developed
19 by said terminal apparatus;

20 means coupled to said interface means and said record
21 means for assigning individual designations to callers and
22 storing said designations in said record means; and

23 means for recalling data stored in said record means
24 in response to said individual designations. --

1 40. A statistical analysis system for use with a
2 communication facility including terminal apparatus for
3 individual callers, wherein said terminal apparatus may
4 comprise a conventional telephone instrument including voice

5 communication means, and digital input means in the form of an
6 array of alphabetic numeric buttons for providing identifi-
7 cation and statistical data, said control system comprising:

8 interface means coupled to said communication
9 facility to interface said terminal apparatus for voice and
10 digital communication and including means to provide signals
11 representative of identification and statistical data developed
12 by said terminal apparatus;

13 voice generator means coupled through said interface
14 means for actuating said terminal apparatus as to provide vocal
15 operating instructions to an individual caller;

16 record means connected to said interface means for
17 initiating a file and storing identification data and
18 statistical data for specific callers including data developed
19 by said terminal apparatus;

20 means coupled to said interface means and said record
21 means for assigning individual designations to callers and
22 storing said designations in said record means, said
23 designations including representations of the telephone number
24 of the terminal apparatus used by a caller; and

25 means connected to said record means for processing
26 statistical data as to identify a subset of said individual
27 callers.
AM 10/12

1 1041. A statistical analysis system for use with a
2 communication facility including terminal apparatus for
3 individual callers, wherein said terminal apparatus may
4 comprise a conventional telephone instrument including voice
5 communication means, and digital input means in the form of an
6 array of alphabetic numeric buttons for providing identifi-
7 cation and statistical data, said control system comprising:

8 interface means coupled to said communication
9 facility to interface said terminal apparatus for voice and
10 digital communication and including means to provide signals
11 representative of identification and statistical data developed
12 by said terminal apparatus;

13 voice generator means coupled through said interface
14 means for actuating said terminal apparatus as to provide vocal
15 operating instructions to an individual caller;

16 record means connected to said interface means for
17 initiating a file and storing identification data and
18 statistical data for specific callers including data developed
19 by said terminal apparatus; and

20 means coupled to said interface means and said
21 record means for assigning individual designations to callers
22 and storing said designations in said record means, said
23 designations including an encrypted representation of said data
24 developed by said terminal apparatus. ✓